



CATEGORY: Accessibility for Ontarians with Disabilities Act 2005

SUBJECT: **Multi – Year Accessibility Plan**

Pages: 3

APPROVED BY: Lead Physician, Dr. Tom Tobin
Clinic Operations Manager, Kevin McGuirk

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DRFMC is committed to ensuring that all of its employees and prospective employees having a disability are treated with respect and dignity consistent with our core values and adhering to the protocols in the Accessibility for Ontarians with Disabilities Act, 2005 and the Integrated Accessibility Standard adopted as a regulation under AODA. This Multi-Year Accessibility Plan outlines the organizations strategy to prevent and remove barriers to accessibility and describes the Organization’s approach to complying with the applicable legal framework, including those established in human rights and accessibility – related legislation. The Plan will be reviewed and updated at least once every five years consistent with IAS requirements.

DRFMC welcomes feedback in relation to the Plan, and will provide the Plan in alternate formats upon request. Requests for a copy of this Plan should be directed to :

Mr. Kevin McGuirk – Chief Operating Officer
519-766-1360 x 273
kevin.mcguirk@drfmc.ca

Dawson Road Family Medical Clinic
83 Dawson Road
Guelph, Ontario N1H 1B1

Workplace emergency Response Information

Action:

DRFMC has implemented measures for its employees whom the Organization is aware are unable to follow the standard emergency plan in their clinic work location, as a result of a permanent or temporary disability or injury. If the employee consents, a designated person will be provided with the alternate emergency preparedness plan to assist the person with a disability in the event of an emergency. Currently, the alternate emergency preparedness plan(s) are kept and stored with the Operations Manager.

Accessibility Policy and Multi-Year Accessibility Plan

Action:

- DRFMC has adopted an Integrated Accessibility Policy. The IAS Policy affirms the DRFMC commitment to meeting the accessibility needs of persons with a disability in a timely manner and outlines the manner in which DRFMC will achieve accessibility.
- DRFMC has created this Multi-Year Accessibility Plan outlining the Clinic's phased-in strategy for identifying, removing and preventing barriers to accessibility.
- The IAS policy and Plan are posted on our webpage and will be provided in alternate forms as requested.
- The Plan will be reviewed and updated at least once every five years.

Training

DRFMC will ensure that training is delivered to all clinic employees, management and volunteers and those who provide services on behalf of DRFMC.

Action:

- DRFMC will ensure training is provided to all new employees and for all employees when changes to the Plan are initiated.
- DRFMC will maintain training records for employees participating.

Information and Communications

Website:

DRFMC website will conform to Level A of the Worldwide Web Consortium's Web Content Accessibility guidelines (WCAG 2.0). DRFMC will ensure that all website content complies with WCAG 2.0 Level AA by 2021.

Action:

- Compliance will be incorporated into all website management, including any EMR/PSS communication tools accessible to employees, management and staff.
- DRFMC will work in consultation with its IT provider to ensure web content conforms with the IAS Policy standards.

Feedback, Accessible Formats and Communication Supports

DRFMC will ensure that:

- It's internal processes for receiving and responding to feedback are accessible and available in accessible formats.
- Upon request a suitable format will be utilized to provide communication and provide timely responses to any/all inquiries made to the Clinic.
- In the event that a document is requested in an alternate format and DRFMC is unable to meet that request internally, it shall retain a third party service provider to convert communications and documents to alternate formats, and inform all employees who may receive or respond to feedback with information as to how to obtain alternate formats or communication support providers.

Employment

- Notify all employment applicants and the public that accommodation is available during the recruitment process on request, in all career/job postings on our Clinic website.
- This accommodation is extended to the interview process.
- If a prospective employee candidate requests accommodation the Clinic will provide suitable accommodation to meet the requirements needed by the applicant's disability.
- Successful applicants will be notified of the Clinic's Policies regarding accommodation for employees with disabilities; develop and provide appropriate training to employees and management staff responsible for recruitment.

The DRFMC will review and modify existing accessibility policies and guidelines as required, and a review of existing policy will be initiated at least once every five years. DRFMC will continue to provide necessary training to new employees and provide updates of new policies to existing employees as they occur.